



Control Number: 51812



Item Number: 129

Addendum StartPage: 0

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2021 MAR 10 11:31 AM
Mr. Michael Garofalo
12203 Michael Ave
Lewisville, TX 75077
POSTING OF PRODUCTION
FILING CLERK

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers. During those days when the only power we had was about 30 minutes at 2 AM while our daughter who lives 1 mile away in the same zip code did not lose power at all. Highland Village did not lose power because they have more money than us?

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Michael Garofalo

Mr. Greg Hurst
101 Pin Oak Lane
Hempstead, TX 77445
(281) 352-3299

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texas suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Greg Hurst

Mr. Thomas De Mann
8401 Tumbleweed Trail Apt 202
White Settlement, TX 76108
(616) 481-9460

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

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I join AARP Texas in calling on you to take action now to protect consumers.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Thomas De Mann

Mr. Alex Verraires
9215 Tepee Trl
9215 Tepee Trl
Houston, TX 77064

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

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I join AARP Texas in calling on you to take action now to protect consumers.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Alex Verraires

Mrs. Gitadevi Patel
1507 POTOMAC DR
RICHARDSON, TX 75081-5347
(972) 824-0879

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

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I join AARP Texas in calling on you to take action now to protect consumers.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mrs. Gitadevi Patel

Mr. Michael Lewis
PO Box 64583
Fort Worth, TX 76164
(817) 876-1234

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers.

Those skyrocketing bills, during a crisis such as we had during the last snow storm, and even when there is flooding, are abhorrent.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Michael Lewis

Mr. Franklin Ramsal
917 Del Paso,
Apt.219
Euless, TX 76040
(915) 874-5221

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

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Dear Shelly Botkin and Arthur D'Andrea,

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I join AARP Texas in calling on you to take action now to protect consumers.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Franklin Ramsal

Mrs. Susan DeRammelaere
5501 Ceran Dr
Arlington, TX 76016
(817) 457-7677

Mar 5, 2021

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Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mrs. Susan DeRammelaere

Dr. Bob Gorman
672 Grove Creek Rd
Waxahachie, TX 75165
(214) 926-1153

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

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Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers. There needs to be a commission to regulate the pricing of electricity. There is no way that one person should pay x dollars for electricity and his/her neighbor pay xxx dollars. The contracts are way too confusing for the average person to understand.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Dr. Bob Gorman

Mrs. Judith Augustine
3425 Walington Dr
Plano, TX 75093

Mar 5, 2021

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Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers.

We have suffered enough.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mrs. Judith Augustine

Ms. Sherry Housley
6701 SANDS POINT DR APT 2
HOUSTON, TX 77074-3745
(832) 396-9684

Mar 5, 2021

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Thank you!

Sincerely,
Ms. Sherry Housley

Mr. Todd Rushing
1759 Private Road 3799
Quinlan, TX 75474

Mar 5, 2021

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Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

Even never losing power for over 24hrs the rolling blackouts here in Hunt county hrs at a time my electric bill almost doubled, haven't got my water bill yet.... I live solely on SSI income

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Todd Rushing

Mrs. Nancy Florence
451 E McLeroy Blvd
Apt 1109
Fort Worth, TX 76131
(682) 269-8051

Mar 5, 2021

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Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers. My age is 86, and I was forced to do all I could to keep warm, and that still did not help. no power or heat or water for 8 days without heat or power or utilities. I had not seen so much snow and the drop 2 below zero..

This should not have happened. we are paying high prices for service, therefore GET ON IT.

Thanking you in advance.

Nancy Florence
451 E McLeroy Blvd Apt 1109
Fort Worth, Tx 76131

6822698051

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mrs. Nancy Florence

Mr. Alejandro Barreda
1900 Westview Blvd, Apt 136, Apt 136
Apt 136
Conroe, TX 77304
(936) 499-1048

Mar 5, 2021

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Texas suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers. Our utilities recently went up 40%, I tried several times to reach customer service and I have no response back.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Alejandro Barreda

Mrs. Jan Wagner
3207 Jerry Lane
Arlington, TX 76017

Mar 5, 2021

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Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mrs. Jan Wagner

Ms. YOLIE TURNER
800 E. ASH LN
1522
EULESS, TX 76039
(773) 710-8390

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Dear Shelly Botkin and Arthur D'Andrea,

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Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers. I had a fixed rate and never adjust my thermostat during the freeze and was without Electricity for 4 days. When I called to inquire about why my bill was elevated the answer, "Its an estimate". Bills should state if its an estimate on them. I informed them I will pay what I paid last month and expected a credit from that.

Later was without water for 6 days and no notice ever given nor explanation. Once I contacted the Corporate office they apologized but never gave an explanation as to why our water was shut down (not an emergency) and legally we should have received notice regardless what length of time the shut down. I am expecting yet another inflated bill after having 6 days of no water.

Yolie Turner
800 E. Ash Ln
Apt 1522
Euleless TX 76039
yolie1225@aol.com

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Ms. YOLIE TURNER

Mr. Steve Armstrong
151 Valley Ranch Dr
Waxahachie, TX 75165
(817) 999-1195

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I join AARP Texas in calling on you to take action now to protect consumers.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Steve Armstrong

Mr. Richard Sims
621 N COCKRELL HILL RD
DESOTO, TX 75115-3609
(972) 974-1557

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Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Richard Sims

Ms. ID McGreevy
3310 thistlegrove lane
3310 thistlegrove lane
Sugar Land, TX 77498
(713) 777-4334

Mar 5, 2021

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Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Ms. ID McGreevy

Ms. Linda Simon
7314 PRICE ST
HOUSTON, TX 77088-7706
(832) 627-1000

Mar 5, 2021

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Dear Shelly Botkin and Arthur D'Andrea,

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Texas suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers. I myself was affected by the snow storm Which resulted in broken pipes, loss of electricity and water for 4 days.

Being on a fixed Income, it is Appauling and Disgusting that many of us have to eat the Cost Which will take away from essentials.

Hopefully, Texas will remember this at the Ballot box.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Ms. Linda Simon

Mr. John Simmons
7140 Stephenson Levy Rd
Burleson, TX 76028
(817) 478-3996

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Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. John Simmons

Ms. Lee Ostermann
1005 Amherst dr
Apt 1009
Bedford, TX 76021
(817) 832-5363

Mar 5, 2021

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Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I'm outraged by the lack of responsibility and action by people whose job it is to protect people in Texas. I live here and I am simply embarrassed by the lack of planning so called leaders showed.

I join AARP Texas in calling on you to take action now to protect consumers.

Lee Ostermann

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Ms. Lee Ostermann

Mr. Donald Sawyer
10618 Meachen Rd.
Conroe, TX 77302-3232

Mar 5, 2021

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Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Donald Sawyer

Ms. Fairen Wyatt
5520 Susan Lee Ln
North Richland Hills, TX 76180
(817) 891-8637

Mar 5, 2021

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Thank you!

Sincerely,
Ms. Fairen Wyatt

Mr. John Robinson
120 Manor Lane
Hickory, TX 75065
(940) 206-3443

Mar 5, 2021

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Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. John Robinson

Ms. Traci Casale
2900 Cliffview Ct
Granbury, TX 76048

Mar 5, 2021

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I join AARP Texas in calling on you to take action now to protect consumers.

People are hurting enough.
Most of us are still trying to "pick up the pieces" / recover from damages.
We don't have the money to pay for much, let alone crazy power bills.

I'm glad we're in a co-op. We saw 1st hand how unfair price hikes can be in AZ.

Texans need to help Texans. Stick together.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Ms. Traci Casale

Ms. Susan James
10083 Wake Bridge Drive
Frisco, TX 75035
(214) 288-7315

Mar 5, 2021

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Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers from being penalized to pay exorbitant bills due to the negligence of the electric providers to winterize their equipment.
And
the PUC must do their job to oversee the utility companies !

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Ms. Susan James

Mr. Everett Knox
796 Sycamore Trail
Forney, TX 75126
(469) 236-7835

Mar 5, 2021

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Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers. The events that occurred in the last few weeks shouldn't allow companies to make profit that exceeds reason. \$16K electric bill should be investigated and remedied, and that is just one example. Thank you for your concern.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Everett Knox

Mrs. Sherry Haytten
1714 Willow Mill Drive
Missouri City, TX 77489
(713) 392-0512

Mar 5, 2021

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Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers. We need you to do the right thing on behalf of Texas citizens.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mrs. Sherry Haytten

Mr. Larry Hoke
3601 YACHTCLUB DR
ARLINGTON, TX 76016
(817) 909-3532

Mar 5, 2021

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Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP in suggesting and demanding action on utility rate reforms. Texas is calling on you to take action now to protect consumers. The past winter storm caught hundreds if not thousands of customers in a "rate trap" caused by variable rate payment plans. These plans should be banned and considered illegal. I offer the following reasons for such a statement.

- 1) Most consumers do not fully understand the ramifications of a variable rate plan. They only see the low initial rate advertised under the best of conditions, with little understanding of what happens in the worst of conditions. The majority of consumers do not read the fine print of utility contracts, nor would they understand them if they did read them.
- 2) Consumers do not understand how the power grid system works; where power comes from; how much is purchased from other entities and at what price. In times of trouble - i.e. severe storms with heavy damage to transmission lines, and so on, consumers do not have adequate information relative to how rates increase.
- 3) Power companies are not required to inform customers when they are buying power from out-of-state sources. There are no controls on Texas power companies to negotiate the best price or to inform consumers of such purchases. As a result, consumers are blindsided by massive bills they can't pay.
- 4) If local power providers do not keep plants up to their top operating condition, consumers should not be punished when disaster strikes and the plant cannot meet its obligations. There should be caps on how much the rate can go up under high-demand periods.
- 5) Plant management must be held accountable for keeping capacity levels at their peak plus a safety factor for unexpected demand. If demand still goes beyond those safety points, they should not be allowed to pass on the full amount of the overage cost, but rather limited to a small percentage.
- 6) Texas power providers should get rid of the arrogant attitude of

not needing outside connections to the national grid system. It is obvious they cannot provide power on a dependable basis on their own. It is obvious they have not lobbied the state government hard enough for money to harden and winterize their systems. It is obvious they have not studied how well wind turbines work in cold climates such as Canada and Sweden. You cannot expect a Yugo to perform as well as a Mercedes Benz is expected to, in power, comfort, and reliability categories. Neither can you expect a wind turbine built for desert weather to perform in harsh winter conditions - it won't work. Power providers should be looking at ALL sources of energy and make sure they are appropriately designed and winterized for the area.

7) Provider management and State government must get off the idea the "green energy" was responsible for the failure of the grid system. They need to drop the politics and put Texas citizens first and foremost when improving the grid system. ALL forms of energy need to be considered. Mother Earth only has a finite amount of natural resources left. At some point in time we will run out, and when we do we better have a good backup plan in place. Just because Texas is an oil state, does not give it the right to ignore alternate energy sources.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Larry Hoke

Mr. Richard C Becker
1601 24th Street
Galveston, TX 77550
(832) 335-8452

Mar 5, 2021

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Dear Shelly Botkin and Arthur D'Andrea,

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Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers. Deregulation has been a total failure and has led to an unprecedented catastrophe. The government officials that brought us this nightmare need to admit that deregulation has been a fiasco and energy companies will not now nor ever regulate themselves.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Richard C Becker

Mr. Randolph Bowen
24850 Shady Oaks Blvd
Montgomery, TX 77316

Mar 5, 2021

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Thank you!

Sincerely,
Mr. Randolph Bowen

Mr. Max Hardwick
912 W Rochelle
136
IRVING, TX 75062
(972) 916-1375

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Thank you!

Sincerely,
Mr. Max Hardwick

Mr. Roland Creswell
3663 Brookland Avenue
3663 Brookland Avenue
Fort Worth, TX 76116
(817) 244-0135

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Thank you!

Sincerely,
Mr. Roland Creswell

Ms. MARIA UZZLE
13635 WINDHAVEN ST
HOUSTON, TX 77049
(832) 881-0291

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Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texas suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Ms. MARIA UZZLE

Dr. Eric Scott
8806 Hollow Banks Lane
Houston, TX 77095
(832) 563-8207

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Dr. Eric Scott

Ms. Lou Ann Richardson
2100 Reunion Ranch Rd Apt 332
Fort Worth, TX 76134-5708
(817) 899-7911

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Ms. Lou Ann Richardson

Ms. Linda Moore
1211 S Broadway St #6101
Joshua, TX 76058
(480) 387-7708

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Ms. Linda Moore

Ms. Karen West
617 Canterbury St.
Euless, TX 76039-4039

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Ms. Karen West

Mr. Alvin Gragert
30818 MEADOW WOOD DR
MAGNOLIA, TX 77354

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers from what my wife and I had to endure and what others are facing sky-high utility bills this is not right to be facing this hardship after what we went through. I urge you to take Texas Emergency Action Request # 51812 Thank You.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Alvin Gragert

Ms. Angela Haynes
3375 Polo Club Dr S
Fort Worth, TX 76133
(817) 856-7182

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Ms. Angela Haynes

Mr. Gerald McDermott
1314 Bradford Drive
Coppell, TX 75019-3656
(469) 955-5015

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers from ridiculous energy pricing. The so-called "maximum wholesale rate" for energy should be radically lowered. Energy, water and gas are all 'necessities' in which 100% free market rules SHOULD NOT APPLY. A much lower cap on these prices is required. Additionally, all Texas electricity producers should be required to do at least some level of winterizing of supply lines and power generation equipment. Finally, producers should be required to maintain some level of reserve capacity that is needed only a few times per year.

I am a 90% free market advocate. However, electricity is a basic necessity. This is not like buying a car. Limits must be imposed which protect consumers.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Mr. Gerald McDermott

Ms. Charlene Dixon
2020 Reunion Ranch Road #221
Fort Worth, TX 76134
(682) 841-7331

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

I join AARP Texas in calling on you to take action now to protect consumers. I was one of the thousands of consumers who was without electricity from 1:30 AM Monday 2/15/21 until 3:45 PM Thursday 2/18/21. My oxygen concentrator is powered by electricity, I was down to 3 small oxygen tanks when my brother came by on a well fare check on Tuesday morning. I had no working phone, so he couldn't call to check on me. He risked his and his sons lives to come check on me. Being a Fireman, he was able to borrow enough tanks to get me through this storm. This must never happen again and the people must not be stuck with large electricity bill. Personally I think all the charges / bills should be forwarded to ERCOT and the Governor.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Ms. Charlene Dixon

Ms. Cecily Crider
8550 PRIVATE ROAD 2416
Quinlan, TX 75474
(903) 634-7069

Mar 5, 2021

Shelly Botkin and Arthur D'Andrea

Subject: AARP Texas Emergency Action Request

Dear Shelly Botkin and Arthur D'Andrea,

Re: AARP Texas Emergency Action Request #51812

Texans suffered enough during the February winter storm. Consumers shouldn't now face sky-high utility bills, unfair contract termination fees, or be trapped by "switch holds" in expensive utility agreements.

My husband and I join AARP Texas in calling on you to take action now to protect consumers. I am 74 and my husband is 75. We are both retired and living on Social Security. Although my husband gets a small retirement check from a nonprofit organization, I don't have any other supplemental income. Therefore we cannot afford huge, unexpected utility bills. Please take action to see that this doesn't happen in the future.

Please support the AARP Texas Emergency Action Request #51812 for immediate relief to Texas' residential utility consumers.

Thank you!

Sincerely,
Ms. Cecily Crider